

# **LAW ENFORCEMENT CLERK III**

## **GENERAL STATEMENT OF DUTIES**

Performs a variety of office tasks as a generalist in support of administrative, program, or technical operations. Functions include records, reports, and filing, public contact, office equipment operation, and composition.

## **DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class performs a variety of tasks that involve some scope or consequence in support of an office, program, or work unit. Tasks may involve several steps in a process, with specific procedural and operational guidelines readily available. Work requires a general knowledge of the office or work unit's policies and procedures to communicate information. Employees resolve questions and problems using established procedures; unusual situations are referred to others for guidance. Work is performed under general supervision and is evaluated through observation, reports and conferences.

## **ILLUSTRATIVE EXAMPLES OF WORK**

- Compiles routine office reports and verifies for completeness; performs calculations to verify data; compares and extracts data from other sources for verification.
- Establishes a variety of alphabetical, numerical, or chronological files based on established guidelines; files and retrieves materials based on general instructions; may use automated systems.
- Receives and records a high volume of incoming mail with responsibility for logging and verifying information.
- Screens and directs clients and visitors; explains a wide variety of readily available information in responding to inquiries; answers calls and directs to the appropriate source based on knowledge of the organization.
- Schedules, reschedules, confirms, and cancels appointments.
- Collects specific information from clients, patients, or the public to establish or update records or to initiate a process.
- Prepares and submits requisitions for supplies, equipment, and maintenance.
- Reviews and verifies standardized forms, records, and applications for accuracy and completeness; verifies, corrects, codes, and completes information using specific guidelines.
- Reviews incoming correspondence or documents; selects and initiates standardized responses necessary to complete process, or routes for next processing step.
- Receives and records monies; verifies and balances reports; codes to budget, enters into ledger, and reconciles errors in batch totals.
- Maintains a limited unit budget; compiles routine statistical reports; reconciles account balances.
- Performs related duties as required.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Working knowledge of office or work unit procedures, methods, and practices.
- Working knowledge of and ability to use correct spelling, punctuation, and grammar.
- Working knowledge of office accounting and record keeping procedures.
- Ability to use a variety of office equipment as required by the position.
- Ability to use courtesy and tact in performing public contact duties.

- Ability to screen communications based on predetermined guidelines in order to respond or route to proper destination.
- Ability to record and compile information based on general guidelines.
- Ability to give information and instructions regarding the work process or procedures.
- Ability to balance and reconcile figures.
- Ability to maintain effective working relationships with other employees.
- Ability to type with accuracy at the speed required by the position.
- Ability to communicate effectively in person and by telephone.

## **MINIMUM EDUCATION AND EXPERIENCE**

High school diploma and one (1) year of office/clerical experience; or an equivalent combination of education and experience.

**Special Note** – This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

Randolph County 2/2012